

Appendix D: Summary of Technology-Related Standards

- The library participates in a library system wide area network for shared services (e.g., shared integrated library system, Internet access).
- The library has a local area network (LAN) linking all workstations as appropriate. The library takes reasonable measures to insure the security of its LAN.
- The library has a dedicated high-speed connection to the Internet, which is available to multiple library workstations. Whenever possible, the library provides public wireless Internet for access from private laptops and devices.
- If the library elects to filter Internet content, it has a policy and procedure in place to allow patrons unfiltered access to legitimate information.
- The library has an integrated library system (ILS) or is part of a shared ILS with a graphical user interface.
- The library's catalog is available via the Internet with the use of a web browser and is accessible 24 hours per day, seven days per week.
- The library provides a minimum of one public access workstations per thousand for service populations under 5000, or one workstation per 2000 for service populations over 5000; or a sufficient number of workstations to accommodate patrons with minimal wait times for access to the library's catalog, the Internet, and other electronic resources.
- The library authorizes and maintains (or jointly maintains) an up-to-date universally-accessible web page that includes library hours, phone numbers, services, and other basic information.
- The library provides web pages with organized web links pointing to useful and reliable local, regional, state, national, and international Internet resources. These web pages provide a prominent link to BadgerLink resources, clearly indicating that these resources are provided as a result of state funding of the BadgerLink program.
- When remote access to electronic information resources is offered, it is available 24 hours a day, seven days per week.
- All key library staff have e-mail accounts and ready access to a workstation with a dedicated Internet connection.
- The library has staff trained to assist patrons with the effective use of technologies, including assistive devices and adaptive software, to access and use the Internet and other electronic and non-print resources.
- The library has local or system staff or outside assistance available to resolve technology problems in a timely manner so that there is minimal impact on library operations and services.
- The library has a multi-year technology plan or participates in a library system plan that addresses library needs and the funding to meet those needs. This plan is reviewed annually
- The library budgets sufficient funds to maintain, upgrade, and replace needed library equipment and software on a regular schedule.

